



Revision number:

PURCHASING AGENT: BRENDA VELDEVERE (801) 538-3142

**ITEM: DIGITAL COPIER MAINTENANCE, TONER AND CONSUMABLE SUPPLIES FOR
MURATEC DIGITAL COPIERS PURCHASED FROM HEATH'S TYPEWRITER
COMPANY'S CONTRACT AR1523**

VENDOR: 93724 A

HEATH TYPEWRITER CO
51 EAST MAIN
SALINA, UT. 84654-1333

TELEPHONE: (435) 529-7226

FAX NUMBER: (435) 529-7998

CONTACT: DOUG HEATH

EMAIL ADDRESS: dheath@hubwest.com

BRAND/TRADE NAME: MURATEC

PRICE: SEE ATTACHED PRICE LIST

TERMS: NET 30

EFFECTIVE DATES: 05/01/2002 THROUGH 04/30/2004

PRICE GUARANTEE PERIOD: 1 YEAR

OTHER CONDITIONS: THIS IS A TWO (2) YEAR CONTRACT WITH THREE (3)
ONE (1) YEAR RENEWAL OPTIONS AFTER 4/30/2004.

ORIGINATING SOLICITATION: BV2908 OPENED 2/14/02 AT 1:00 P.M.

COMPANION MAINTENANCE CONTRACT: PD1524

THIS IS A NEW CONTRACT.

**MAINTENANCE AND SUPPLIES:**

- All maintenance must be performed by factory certified personnel. Equipment must be maintained to manufacturer's specifications.
- Maintenance is to include labor, toner, developer, OEM parts, Photo-receptor (drum) or master units and all consumables except staples and paper.
- Contractor is required to do periodic or preventive maintenance as specified by the manufacturers guidelines. Contractor is also required to perform an un-scheduled basic service and cleaning on all copiers that have not received a service call within the last six months.
- All copier supplies provided must be OEM supplies.

SERVICE RESPONSE TIME:

- For Utah, Salt Lake, Davis, Weber, Cache, Summit and Wasatch counties, the contractor is to adhere to a four-hour maximum response time on inoperable copiers and a six-hour maximum response time on operable calls. (Copy quality problems may render a copier inoperable based on the customer's needs.)
- Service response time to out lying regions and counties is no more than 8 hours on all service calls.
- The servicing technician will be required to call the customer within one-half hour upon receipt of the service call and give the customer an estimated arrival time for service.

COPIER LOANER

- In the event that any copier requires more than two days down time, the contractor is to provide a loaner immediately upon request from the requesting agency.

COPIER PERFORMANCE:

- Before contract renewal, contractor must submit to the State Purchasing Office, a spread sheet report containing all state copier service histories listing the quantity of calls, response times, copies between calls, and monthly volume for each copier purchased from contract.

CUSTOMER REQUEST FOR SERVICE HISTORIES:

- When requested, a complete and comprehensive service printout is to be provided by the contractor at no charge to the requesting state entity within five working days. This service history report must include: an outline of all service calls, response times, failures, copies between service calls and monthly copy volume.

COPIER REPLACEMENT AND PROBLEM SOLVING:

- Copiers that show a trend of requiring an excessive number of service calls shall be reported by the using agency to the contractor and the Utah State Purchasing Office for review and possible



replacement. Upon request, contract is to provide service log reports to the Utah State Purchasing Office and/or end users. Such logs are to describe service and repairs for specific end user's machine(s) and are to be provided within five working days.

- If the contractor feels that excessive service calls are the results of the use of competitively bid copier supplies (including paper), the contractor must submit detailed records to Utah State Purchasing Office substantiating that position.
- If the contractor feels that excessive service calls are the result of operator or agency problems, their positions must be documented and supplied to the agency involved and Utah State Purchasing Office. The contractor is to provide additional training at no cost to the customer as deemed necessary to help alleviate future problems.
- If the contractor feels that excessive service calls are the results of overuse beyond the recommended or allowable monthly volume for the equipment, the contractor must submit detailed records to the agency involved and the Utah State Purchasing Office substantiating that position.
- In all cases of copier replacement, copiers will be like-for like equipment, except when the contractor has substituted new models within this contract.
- All defects, and indirect and consequential costs, of correcting, removing and/or replacing all defective equipment or accessories, will be charged to the contractor.

AVAILABLE SERVICE AND PARTS GUARANTEE:

- **Five Year Service**
Contractor is to guaranty available factory trained OEM service for five years from date of purchase.
- **Seven Year Parts and Supplies**
Contractor is to guaranty available OEM parts and supplies for seven years from date of purchase.

MURATEC MFX-1600
Maintenance includes all parts, labor, service, and consumable supplies such as toner, developer, heat rollers, drums, kits and travel. Does not cover paper or staples. To be based at \$0.02850 per copy.

MURATEC MFX-2500
Maintenance includes all parts, labor, service, and consumable supplies such as toner, developer, heat rollers, drums, kits and travel. Does not cover paper or staples. To be based at \$0.0165 per copy.



FINET COMMODITY CODE(S):

93927000000 - COPY MACHINE MAINTENANCE & REPAIR

THIS CONTRACT COVERS ONLY THOSE ITEMS LISTED IN THE PRICE SCHEDULE. IT IS THE RESPONSIBILITY OF THE AGENCY TO ENSURE THAT OTHER ITEMS PURCHASED ARE INVOICED SEPARATELY. STATE AGENCIES WILL PLACE ORDERS DIRECTLY WITH THE VENDOR (CREATING A PG IN FINET) AND MAKE PAYMENTS FOR THE SAME ON A PV REFERENCING THE ORIGINAL PG. AGENCIES WILL RETURN TO THE VENDOR ANY INVOICE WHICH REFLECTS INCORRECT PRICING.